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Intellectual Property Law Group

Verizon Corporate Services Group Inc

To: U.S. Patent and Trademark Office – From: Christian R. Andersen
Examiner: Gerald GAUTHIER Sr. Paralegal – Intellectual Property
Group Art Unit: 2645

Fax: 703-872-9306

Pages
with 15
Cover.

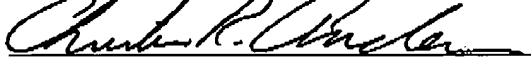
FORMAL SUBMISSION OF:

- 1) Amendment Transmittal; and
- 2) Amendment.

Title: APPARATUS AND METHODS FOR VISUALLY REPRESENTING EVENTS IN
CALLS HANDLED BY AN AUTOMATED RESPONSE SYSTEM.
Serial No. # 10 09/090,546
Filing Date: March 4, 2002
First Named Inventor: Katherine GODFREY
Atty. No. 01-4004D

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below.


Christian R. Andersen

Date of Transmission: November 10, 2004

In re Application of:

KATHERINE GODFREY ET AL.

Application No: 10/090,546

Filed: March 4, 2002

Docket No. 01-4004D

Customer No.: 32127

Examiner: Gauthier, Gerald

Group Art Unit: 2645

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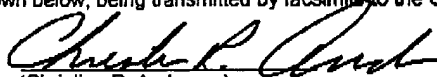
For: APPARATUS AND METHOD FOR VISUALLY
REPRESENTING EVENTS IN CALLS HANDLED
AN AUTOMATED RESPONSE SYSTEM

CERTIFICATE OF MAILING/TRANSMISSION (37 C.F.R. 1.8(a))

I hereby certify that this correspondence is, on the date shown below, being transmitted by facsimile to the United States Patent Office at 703-872-9314.

Dated: November 10, 2004

Signature:


(Christian R. Andersen)

Mail Stop Amendment

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an Amendment in the above-identified application.



No additional fee is required.

The fee has been calculated as shown below

CLAIMS AS AMENDED						
	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NO. PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDITIONAL FEE
TOTAL CLAIMS	16	MINUS	16	0	\$9 \$18	0
INDEP. CLAIMS	4	MINUS	4	= 0	x \$43 \$86	0
Fee for Multiple Dependent claims \$145 ⁰ /\$290						\$0
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT---						\$0

- ☐ Verified Statement claiming small entity status is enclosed, if not filed previously.
- ☐ A check in the amount of \$_____.00 is enclosed.
- ☐ Charge \$_____ to Deposit Account No. 07-2347. A duplicate copy of this sheet is enclosed.
- ☒ Any prior general authorization to charge an issue fee under 37 C.F.R. 1.18 to Deposit Account No. 07-2339 is hereby revoked. The Commissioner is hereby authorized to charge any additional fees under 37 C.F.R. 1.16 and 1.17 which may be required during the entire pendency of this application, or to credit any overpayment, to Deposit Account No. 07-2347. A duplicate copy of this paper is enclosed.
- ☐ A check in the amount of \$_____ to cover the fee for a _____ month extension is enclosed.
- ☐ A check in the amount of \$_____ to cover the Information Disclosure Statement fee is enclosed.

Respectfully submitted,



Joel Wall
Reg. No. 25,648

Date: November 10, 2004

c/o Christian R. Andersen
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**RECEIVED
CENTRAL FAX CENTER**U.S. Appln. No. 10/090,546
Atty. Docket No. 01-4004D**NOV 10 2004**PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
	:	Examiner: Gauthier, Gerald
KATHERINE GODFREY ET AL.)	
	:	Group Art Unit: 2645
Application No.: 10/090,546)	
	:	Customer No.: 32127
Filed: March 4, 2002)	
	:	
For: APPARATUS AND METHOD)	
FOR VISUALLY	:	
REPRESENTING EVENTS IN)	
CALLS HANDLED BY AN	:	
AUTOMATED RESPONSE)	
SYSTEM	:	

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Office Action dated August 11, 2004, please amend the above-identified application as follows. The changes to the claims are reflected in the listing that begins on page 2, and the Remarks begin on page 7.